

**REMARKS**

Claims 1-16 are pending in the application. Claims 1-16 have been rejected.

Claims 1-16 are rejected under 35 U.S.C. § 102(e) as being anticipated by U.S. Patent No. 6,442,571 issued to Haff, et al. (Haff). This rejection is respectfully traversed.

The present invention, as set forth by independent claim 1, relates to a method of automatically reconfiguring a component of a remote services network system comprising the steps of detecting a communication error related to a component of said network, identifying a configuration parameter associated with the occurrence of said communication error, obtaining corrected configuration data relating to said configuration parameter, and automatically installing said corrected configuration data on said component to restore communication with said remote services network.

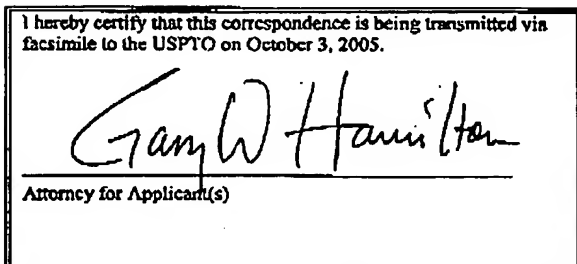
The present invention, as set forth by independent claim 10, relates to a remote services system, which includes a system component in communication with the remote services system, wherein the component has a plurality of stored data parameters for maintaining communication with the remote services system, a data base containing valid configuration data parameters for maintaining communication of the system component with the remote services system, and a communication module operable to detect a communication error between the system component and the remote services system. The communication module is operable to correct a communication error by obtaining valid configuration data parameters from the data base and installing the valid configuration data parameters on the system component.

Haff is directed to a communication system for providing peer-to-peer electronic transfer of computer files between personal computer systems. See for example, the discussion in column 6, lines 4-7 and column 21, lines 3-50. The system described by Haff clearly does not disclose a remote services network system as recited in Applicants' independent claims 1 and 10. Aside from this significant difference, Haff fails to satisfy the requirements of 35 U.S.C. § 102(b) as a basis for anticipating Applicants' independent claims 1 and 10. As discussed above, independent claims 1 and 10 recite the detection of a communication error and identifying a configuration parameter associated with the communication error, obtaining corrected

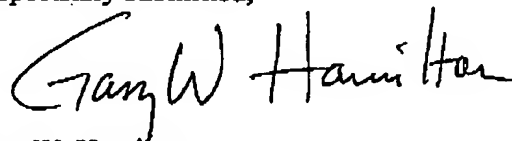
configuration data and automatically installing the corrected configuration data to restore communications with the remote services network. In an attempt to anticipate Applicants' automatic installation of corrected configuration data to restore communications, Examiner has cited discussion of automatic installation of "updates" for software stored on the various personal computers on the network described in Haff. It is noted that there is no discussion in the cited portions of Haff that indicates that the software updates described by Haff contain corrected configuration data nor that the updates are installed to restore communication with the network based on corrected configuration data. It is respectfully submitted, therefore, that Haff fails to provide the limitations recited in independent claims 1 and 10. The rejection of these claims should, therefore, be removed. Accordingly, therefore, dependent claims 2-9 and 11-16 are also allowable as being dependent from allowable base claims.

#### CONCLUSION

In view of the amendments and remarks set forth herein, the application is believed to be in condition for allowance and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the examiner is requested to telephone the undersigned.



Respectfully submitted,



Gary W. Hamilton  
Attorney for Applicant(s)  
Reg. No. 31,834